

POSITION DESCRIPTION PASTORAL PRACTITIONER

ABOUT UNITING

Our purpose: To inspire people, enliven communities and confront injustice.

Our values: As an organisation we are imaginative, respectful, compassionate and bold.

Our foundation: Christ invites us to serve humanity by creating an inclusive, connected and just world.

At Uniting, we take real steps to make the world a better place. Our services are in the areas of aged care, disability, child and family, community services, Chaplaincy and Pastoral Practice. We actively engage with social justice issues and advocate for the people we serve. At Uniting we celebrate diversity and welcome all people regardless of lifestyle choices, ethnicity, faith, sexual orientation or gender identity.

Uniting is one of the largest community service providers in NSW and the ACT, with a rich history of providing services to the community for more than 100 years. We have more than 550 services, as far north as Tweed Heads, as far west as Broken Hill, and as far south as the ACT.

Our focus, as the community services arm of the Uniting Church in Australia, is always on the people we serve, no matter their stage or challenge in life. Our range of supports and services are designed in collaboration with, and around the needs and hopes of, people in everyday community life.

The Uniting Church believes in love in action; motivated by the love of God expressed through the birth, life, death and resurrection of Jesus Christ.

This love is unconditional, all-encompassing and given freely to all people and was expressed in a concrete way by Jesus. We believe that the Bible not only teaches us about God's love in action, but also gives us direction as to how we should express God's love through our own words and actions.

We believe that we exist as a church because we are called to be together in mission, God's mission, which is to bring love, compassion, justice, freedom and hope to all of God's creation.

ABOUT THE ROLE

This is a role within the Mission team and provides meaningful pastoral care services to people in our care across Uniting.

This role is focused on using the values of Uniting and principles which are culturally relevant, age appropriate and sensitive to the needs of those receiving our services.

ROLE OBJECTIVES

You'll play a valuable role as a member of the Mission Team in:

- Contributing to a stronger and more unified Uniting
- Working towards the defined priorities and outcomes for the Mission team and your specific areas of accountability
- Actively participating in communication in order to understand and contribute to a One Uniting way of operating
- Working productively and collaboratively as a positive role model both within your team and with others across Uniting

As a Pastoral Practitioner your role will:

- Contribute towards the efficiency and effectiveness of the Pastoral care team
- Engage in effective and nurturing relationship management;
- Maintain continual professional, personal and spiritual development;
- Maintain effective and appropriate documentation and reporting.

ABOUT YOU IN THE ROLE

Your classification: Non EA

Your directorate: Mission

You'll report to: Chaplaincy Convenor or designated Hub Chaplain/
Chaplain/Area Coordinating Chaplain or Area Coordinator

Your key relationships:

Internal:

- Chaplaincy Convenors, Mission staff and volunteers
- Managers and staff across Service Delivery streams
- Head of Chaplaincy and Pastoral Practice
- Director of Mission and Mission Team Heads and staff

External:

- Residents, clients and families

YOUR RESPONSIBILITIES

Operational Processes

- Keep documents and records relating to clients and pastoral care services up to date, with appropriate referrals, assessment, interventions and outcomes clearly stated in iCare system.
- Monitor, review and report on the effectiveness of pastoral care activities as required.
- Make arrangements for the provision of supervision, training, instruction, information and equipment necessary for volunteer pastoral care staff to perform duties in a safe, effective and efficient manner.
- Maintain awareness of and fulfil responsibilities, authorities and accountabilities as defined by the organisation's health, safety and wellbeing management system.
- Participate and comply with all quality management systems and processes.
- Regularly partake in spiritual supervision sessions throughout the year
- After consultation, you'll be willing to undertake additional duties, transfer to another equivalent position or assume higher duties when required

- Contribute to the implementation of Uniting policies, processes, systems and platforms (including technology) so as to ensure efficiency of the wider organization
- Maintain awareness of and fulfill responsibilities, authorities and accountabilities as defined by Uniting's health, safety and wellbeing management system and in adherence to the attached WHS responsibilities by role
- Participate and comply with all quality management systems and processes.

Client Management:

- Provide effective, person-centred, pastoral care to residents and their families, irrespective of cultural background, denomination or faith tradition.
- Support residents in hospital, as required, to provide support and comfort.
- Communicate and work collaboratively with the person in your care, their families and with staff members, volunteers to foster a shared understanding of the resident's needs, expectations and the level and type of service required.
- Maintain confidentiality of those seeking pastoral care at all times as far as possible and within legislative requirements.
- Use discernment and appropriate referral when faced with difficult religious and spiritual needs.
- Respect professional and personal boundaries.
- Ensure that engagement with external parties enhances Uniting's reputation and growth
- Maintain a high standard of conduct and work performance to promote our reputation with key internal and external stakeholders.

People Management:

- Act as a constructive member of the Mission team
- Actively participate in staff meetings as an integral member of the pastoral care team.
- Be actively involved in professional development relating to the role to enhance current performance.
- Contribute to a culture of openness, feedback and productivity
- Actively engage and participate in the performance management framework and review processes across Uniting
- Engage in professional development and set and fulfill development goals for yourself;
- Contribute to the creation of a cohesive and productive team
- Build and maintain effective team relationships – within own team and across business streams / functions
- Positively model the Code of Conduct and Ethical Behaviour for Uniting
- Represent the Uniting culture and values internally and externally, communicating and acting in ways that are consistent with values of Bold, Respectful, Imaginative and Compassionate
- Model the values and an understanding of the Uniting Church, respecting and valuing the inherent dignity and uniqueness of each person, celebrating diversity, prioritising collaboration, passionately pursuing social justice and inclusion
- Take care for the safety of yourself and others at all times and undertake work in a safe manner in accordance with policies, procedures and instructions (written or verbal) and in adherence to the attached WHS responsibilities by role.

KEY PERFORMANCE INDICATORS

Operational processes:

- All stakeholders in your area of responsibility are constantly communicated with and remain informed and involved in appropriate aspects of operational processes.

Client management:

- Client feedback shows sustained improvement
- Client feedback indicates their respect for your services (work) provided and a good working relationship
- Effective client relationships are in place and stakeholders indicate high levels of satisfaction with service delivery

People management:

- Feedback from your line Manager confirms your contribution as a member of the Chaplaincy and Pastoral Practice team
- Feedback from colleagues and their teams confirms your contribution to an integrated Uniting
- Standards of professional behaviour demonstrate alignment with the Uniting values and are effectively role modeled in all workforce interactions

THE IMPORTANT DETAILS

Qualifications:

- One or more units of Clinical Pastoral Education (CPE) or equivalent.
- Relevant pastoral or theological study.

Your experience ticks the following boxes:

- Demonstrated understanding of, and experience in, working with teams across a large, complex, church or non-for-profit organisation
- Understanding of pastoral and spiritual needs relating to those receiving services across Uniting
- Demonstrated empathy and affinity with vulnerable people
- Demonstrated understanding of the distinctions between Religion and Spirituality.
- Basic understanding of different faiths, including Christianity, Judaism, Hinduism, Islam, Buddhism, Sikhism
- Highly effective interpersonal, written and verbal communication skills, including moderate computer skills
- A demonstrated passion for social change and contributing to an organisation of influence for the most disadvantaged

Even better:

- Graduate qualification in relevant discipline

Core Competencies:

- You operate with personal integrity and a values base that aligns with Uniting's
- You succeed through excellent communication skills and a high service orientation
- You engage successfully with clients whilst maintaining good professional boundaries
- You undertake regular reflective practice
- You are capable but do not have "something to prove"
- You manage projects and juggle tasks to ensure delivery against objectives
- You have strong written and verbal communication skills
- You are a team player
- You have a high level of energy and enthusiasm
- You leverage your experience without always referring to it
- You genuinely care about the organization

Child related role	Yes	WWCC required
Mandatory reporter	Yes	Mandatory Reporters are those employees that deliver services <u>directly</u> to children and young people or who supervise employees who deliver these services. However, <u>all</u> employees have responsibility to apply the Protecting Children and Young People Policy

Employee Name:		Managers Name:	
		Title	
Date:		Date:	
Signature:		Signature:	

ACCOUNTABLE POSITION	WHS ACCOUNTABILITIES (AS PER WHS ACT 2011)	ACTION DEMONSTRATING ACCOUNTABILITIES
WORKERS (EMPLOYEES, AGENCY STAFF, CONTRACTORS, VOLUNTEERS, STUDENTS)	<p>While at work, all workers (WHS ACT 2011 Sec 28) must:</p> <ul style="list-style-type: none"> - take reasonable care for his or her own health and safety - take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other people - comply, so far as the worker is reasonably able, with any reasonable instruction that is given by Uniting to allow the - organisation to comply with this Act - co-operate with any reasonable policy or procedure of Uniting relating to health or safety at the workplace that has been notified to workers 	<p>All workers must:</p> <ul style="list-style-type: none"> - follow Uniting WHS policy and programs to protect the health and safety of people at work and to understand your personal responsibilities for WHS - attend and/or complete safety-related training including induction and emergency preparedness - comply with WHS instructions from your supervisor/manager, training information, safe work procedures and emergency wardens - if performing new or unfamiliar work, seek information, instruction or training and supervision from your supervisor to perform work safely without risking the health, safety and wellbeing of yourself or others - use equipment that has been provided for your health, safety and wellbeing - report all hazards, incidents and injuries to your immediate supervisor - participate in discussions/consultation about changes to workplace/premises or job task/practice - wear clothing, footwear and personal protective equipment (PPE) needed appropriate for the work being done - do not put other people's health, safety and wellbeing at risk by your action or inaction