

## Job Description

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| <b>Job Title</b>                             | <b>Head of Chaplaincy and Spiritual Health Care</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Band</b>                                  | 7                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Managerial Reporting Responsibility</b>   | Head of Patient Experience                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Professional Reporting Responsibility</b> | -                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Job Purpose</b>                           | <p><b>JOB SUMMARY</b></p> <p>We are looking for a Lead Chaplain to coordinate and lead our well established and highly respected chaplaincy team.</p> <p>We wish for a compassionate, caring and reliable leader with at least two years demonstrable acute healthcare chaplaincy experience who is in good standing with their faith or belief community.</p> <p>This role would require excellent leadership and communication skills to be able to work in collaboration with members of staff across our hospital community.</p> <p>The chaplaincy team provides high quality pastoral, spiritual and religious care to all patients, visitors and staff regardless of their worldview.</p> <p>The Lead Chaplain will drive change across the organisation, in line with national and local guidance and in response to patient/staff feedback processes.</p> <p>They will work with multi-disciplinary teams across the Trust including palliative/end of life care and bereavement as well as our staff wellbeing lead.</p> |

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|  | <p>This role will offer supervision and mentoring to the chaplains, lay staff and chaplaincy volunteers, as well as develop and deliver training and education programmes relating to pastoral and spiritual care for staff.</p> <p>This role requires a person who is able to provide out of hours on-call provision, has a driving licence, and is able to drive from home to the hospital as required (within 1 hour).</p> |
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## PRINCIPLE RESPONSIBILITIES

### OPERATIONAL MANAGEMENT AND LEADERSHIP

- As Lead Chaplain be responsible for the operational development, oversight and implementation of spiritual, religious and pastoral care provision throughout The Royal Berkshire NHS Foundation Trust within chaplaincy standards and in line with the Trust's chaplaincy policy and objectives.
- To be accountable to the Head of Patient Experience in developing, sharing and implementing the protocols, policies and procedures for the Chaplaincy Team, in accordance with Trust and national professional and practice codes and policies as they apply to healthcare chaplains, as well as sit on Trust Committees.
- Ensure systems are in place for audit, reviewing the implementation of local and national policies and guidelines.
- Manage external contracts, respond to complaints and undertake appropriate risk assessment and management for chaplaincy-related activities.
- To be accountable to the Head of Patient Experience in identifying the need for and implementing service changes as necessary and in response to emerging service pressures and to ensure that these changes are consistent with healthcare chaplaincy nationally.
- Undertake and publish an annual review of Chaplaincy services, an accompanying action plan and prepare reports for managers, Trust committees, Trust Board and Ecclesiastical Authorities as requested.
- Facilitate open and inclusive discussions regarding the future direction of chaplaincy, working with the Head of Patient Experience in the development of a Spiritual Care Strategic Framework.

- Responsible for ensuring effective collaboration with the Trust's healthcare and multi-disciplinary teams in the development of care plans for patients, highlighting the significance of spiritual care in health and wellbeing across the Trust, as well as visiting patients, carers, relatives and staff regularly and, when requested, caring for the seriously ill, the dying and the bereaved in consultation with medical and nursing staff.
- Effectively manage the chaplaincy budget, ensuring appropriate provision of Spiritual Healthcare services, including 24/7 on-call provision, while maintaining robust and accurate financial records, as well as managing the Chaplaincy Charity Fund, including raising additional funds and identifying appropriate uses for it.
- Maintain records of all patients visited, services taken, sacramental and religious rites performed, and emergency calls dealt with, including response times, especially in terms of developing local relationships, and fostering understanding of the relationship between health, religion and spirituality.
- Maintain ways of meeting the religious needs of RBFT patients and staff, including liaising with representatives of regional and nation-wide religious groups and communities and remain up to date on key historical and contemporary issues in spiritual healthcare, integrating these into the current work and future direction of the chaplaincy.
- To conduct or plan the provision of regular and appropriate acts of religious observance and ensure that the spaces and resources required for these observances are appropriately managed.
- To respond quickly to requests for baptism and marriage where the patient has a life-threatening condition and, when necessary, work with the local Superintendent Registrar.
- To lead in the provision of Chaplaincy response to Major Incidents, according to the Trust Major Incident Plan, ensuring relevant training for all Chaplaincy Team Members.
- Manage patient care/clinical responsibilities while adhering to the Code of Professional Conduct as laid down by the College of Healthcare Chaplains.
- Maintain professional and courteous working relationships with staff, respecting the equality and diversity of each person, while upholding the Trust's values and behaving in a manner fitting with the responsible position of the post holder, maintaining the public confidence.

**SUPERVISORY, TEACHING, TRAINING RESPONSIBILITIES**

- To provide professional leadership and line management of the chaplaincy team, including recruiting, inducting, supervising, and training new members of the team, as well as providing effective management of Chaplaincy team direct reports such as appraisals, monitoring training managing sickness, performance and conduct issues.
- Management oversight of the recruitment, training, resourcing and support of volunteers, such as our Compassionate Companions, providing opportunities for development and reflective practice.
- To lead on the provision of support and supervision for staff working towards higher-level practice in spiritual, religious and pastoral care.
- To advise on, design and to provide expert facilitation and training for staff in relation to pastoral and spiritual care, including debriefing following challenging cases, managing spiritual distress, presenting education and training events within specialist or higher education programmes, and delivering specialised supervision, training and education for other professionals to promote good practice in spiritual care.
- To oversee the development and delivery of the Trust's mindfulness provision, working in partnership with our psychology and wellbeing teams.
- Be responsible for the provision of information and resources regarding the specific spiritual, religious and pastoral needs of people of all worldviews, promoting good practice in spiritual care across the Trust.
- Provide expert consultation and advice to other staff on the management of spiritual care needs of their patients and act as an informed resource in complex ethical, theological, pastoral and spiritual care encounters with individuals and the institution.
- Responsible for the establishing and maintaining of links with local faith and belief groups in the community with the aim of both, increasing their awareness and understanding of spiritual healthcare.

***This job description is not exhaustive and will be subject to periodic review in association with the post-holder.***

## **POLICIES AND PROCEDURES**

The post is subject to the policies, practices, procedures and conditions of service determined by the Trust.

### **Medical Questionnaire**

The appointment is subject to the completion of a satisfactory medical questionnaire which may involve a medical examination. The Job holder may also be required to undergo medical examinations in the future and/or at intervals stipulated by the Trust.

### **Equality of Opportunity and Diversity**

The Trust operates an Equality of Opportunity and Diversity Policy and welcomes all persons without regard to age, ethnic or national origin, gender or sexual orientation, religion, lifestyle, presenting illness, marital or parental status or disability. It aims to ensure that no job applicant, employee or former employee suffers direct unlawful or unfair discrimination, or is disadvantaged by any conditions or requirements which cannot be justified.

### **Confidentiality**

The post holder has a responsibility to comply with the Data Protection Act 1998 and Code of Practice on Confidentiality and Data Protection. Any matters of a confidential nature, including information relating to the diagnosis and treatment of patients, individual staff records and details of contract prices and terms, must under no circumstances be divulged to any unauthorised person or persons. Breaches of confidence will result in disciplinary action which may result in dismissal. Regardless of any disciplinary action taken, a breach of confidence may also result in a civil action for damages.

### **Information Security**

The Job holder is expected to safeguard the confidentiality, integrity and availability of data, and ensure that Trust policies and statutory regulations are followed.

### **Fire**

The post holder is required to comply with agreed fire procedures, taking the appropriate action if the fire alarm sounds, and to attend relevant training programmes as required.

### **Smoking**

The Royal Berkshire NHS Foundation Trust has a *Smoke Free* policy. Smoking is not permitted in any of the Trust's properties or in Trust grounds.

### **Health and Safety Statement**

The Trust has designated the prevention and control of Health & Safety as a core component in the organisation's clinical governance, managing risk and patient safety programmes. In consequence, all employees are expected to:-

- 1) Provide leadership on Health & Safety risk issues across the organisation.
- 2) Be aware of and follow all Trust Health & Safety guidelines and procedures relevant to their work.
- 3) Participate in mandatory training updates.
- 4) Challenge colleagues who are not complying with Trust Health & Safety procedures and report to line manager.
- 5) Ensure Health & Safety prevention and control measures that are robust and evidence based are embedded in their working practice.
- 6) Understand local Health & Safety data and ensure relevant prevention control policies are adhered to.

### **Infection Control Responsibilities**

The Trust has designated the prevention and control of infection and the full implementation of the Health Act (2006) as a core component in the organisation's clinical governance, managing risk and patient safety programmes. In consequence, all employees are expected to:-

- 1) Following consistently high standards of infection control practice, especially with reference to hand decontamination, adherence to dress/uniform code and for clinical staff, aseptic technique.
- 2) Being aware of and follow all Trust infection control guidelines and procedures relevant to their work.
- 3) Participating in annual mandatory training updates.
- 4) Challenging colleagues who are not complying with Trust Infection Control guides and procedures and report to line manager.
- 5) Ensure infection prevention and control measures that are robust and evidence based are embedded in care delivery.
- 6) Understand local HCAI (healthcare associated infection) data and ensure relevant Infection Prevention Control policies are adhered to and aseptic technique followed correctly.

## Safeguarding Children and Adults

The Royal Berkshire NHS Foundation Trust takes the issues of Safeguarding Children and Adults very seriously. All employees have a responsibility to support the Trust in its duties by:-

- 1) Attending mandatory training on Safeguarding children and adults.
- 2) Being familiar with the individual and Trust requirements under relevant legislation.
- 3) Adhering to all relevant national and local policies, procedures, practice guidelines and professional codes.
- 4) Reporting any concerns to the appropriate manager or authority.

### PERSON SPECIFICATION -

#### Key

**A = assessed from application form. I = assessed through interview. Ass= assessed through an assessment process. R = confirmed from reference. OH = occupational health clearance.**

| ESSENTIAL                                                                                                                                                                                                                                                                                                                                                                                                                                | DESIRABLE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
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| <b>Education, Qualifications &amp; Training</b>                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <ul style="list-style-type: none"> <li>• Ordained and/or in good standing within, and authorised, licensed or sponsored by their faith / belief-specific community.</li> <li>• University accredited Degree level theological training or equivalent knowledge according to their faith / spiritual tradition.</li> <li>• Eligible to be authorised by appropriate faith or belief group to practise as a Healthcare Chaplain</li> </ul> | <ul style="list-style-type: none"> <li>• Postgraduate qualification or equivalent experience in a chaplaincy-related discipline</li> <li>• Have or be working towards professional qualifications in counselling, psychotherapy or similar aspect of spiritual or pastoral care.</li> <li>• Recognised teaching or training qualification</li> <li>• Member of the College of Health Care Chaplains (CHCC), subscribe to its code of practice and Professional Conduct or</li> <li>• Member of the United Kingdom Board for Health Care Chaplaincy (UKHBC)</li> </ul> |
| <b>Experience</b>                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <ul style="list-style-type: none"> <li>• Significant experience of working as a healthcare Chaplain with additional experience of offering formal pastoral care in a recognised, professional capacity.</li> <li>• Provision of pastoral care within one's own faith tradition.</li> </ul>                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |

| <ul style="list-style-type: none"> <li>• Worked in a multi-cultural, religiously diverse Spiritual Healthcare service.</li> <li>• Fluency with contemporary approaches to spirituality that shows an understanding of technology, media and modern styles of communication and management.</li> <li>• Supporting the spiritual wellbeing of all patients, including those with different worldviews to one's own.</li> <li>• Handling complex ethical, theological and pastoral issues that may arise in a healthcare setting.</li> <li>• Experience and understanding of inclusion, respect and active support of marginalised groups in society.</li> <li>• Leading, managing and working collaboratively and constructively with a team.</li> <li>• Teaching and training others.</li> <li>• Active participant within their own faith / spiritual community.</li> </ul> |                                                                                                                                                         |
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| <b>Skills, Knowledge &amp; Abilities</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                         |
| <ul style="list-style-type: none"> <li>• Strong understanding of their own faith/spiritual tradition, with ability to articulate this clearly whilst respecting and working with those of differing traditions.</li> <li>• Excellent knowledge of issues relating to spiritual, religious, and pastoral care</li> <li>• Knowledge of national policy and guidance relating to managing an effective chaplaincy service</li> <li>• Able to formulate a clear and workable vision for the future of Spiritual Wellbeing including recognising contemporary spiritual and pastoral needs of patients and their carers</li> <li>• Able to implement changes to the Service as needed.</li> <li>• Broad knowledge to contribute to specialist and higher education training programmes in spiritual, religious and pastoral care</li> </ul>                                      | <ul style="list-style-type: none"> <li>• Fluency with a range of IT and communications packages including a range of social media platforms.</li> </ul> |



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| <ul style="list-style-type: none"><li>• Skills in facilitation and training of a range of staff.</li><li>• Knowledge and experience of audits, service evaluation and research.</li><li>• Knowledge of appropriate and informed methods of spiritual assessment of patients and understanding of recording assessments into patient information systems.</li><li>• Able to assess the changing needs of non-religious/unaffiliated patients and develop innovative, and effective ways of meeting these needs.</li><li>• Strong interpersonal skills and advanced communication and pastoral skills for working in collaboration with a wide range of hospital staff and supporting patients.</li><li>• Able to reflect upon own pastoral experience, and take the lead on reflective practice opportunities for staff.</li><li>• Able to provide operational management for the Chaplaincy team.</li><li>• Able to organise, plan, analyse data, and produce reports and materials.</li><li>• Able to use a range of common computer packages and understanding of a range of communications technology.</li><li>• Able to liaise and consult with local faith communities and belief groups to maintain links and ensure safe working protocols and procedures for receiving and responding to referrals.</li><li>• Self-motivating, flexible and able to work independently.</li><li>• Able to work in demanding and sensitive situations with excellent pastoral care skills for those in acute distress.</li><li>• Where appropriate, able to use your belief tradition, to use liturgical resources appropriately and creatively in a diverse range of contexts.</li></ul> |  |
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